

AZNet SLAs and Operations Scorecard - October 2007

Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1	-19.75	-19.75	0.00	0.00	0.00	4	8.25	2.06	
Severity Level II (MTTR)	see 1.2	-85.61	-24.68	-48.55	-12.39	0.00	19	42.31	2.23	
Tier I Availability*	99.999%	99.987%					4	8.25	2.06	
Tier II Availability*	99.99%	99.997%					10	11.91	1.19	
Tier III Availability*	99.9%	99.997%					6	21.19	3.53	
Tier IV Availability*	98%	99.998%					3	9.21	3.07	
Site Chronic Problem	see 1.3	0								
PMO Escalation	see 1.4	0%					Ticket Count	# Missed	Average	
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%									
Trouble Tickets Not Reopened	98%	99%								
Service Requests Not Ticket Reopened	98%	98%								
On-Time Completion of Services*	95%	100%								
On-Time Completion of Projects*	95%	TBD								
Time to Dispatch*	98%	53%								
SYSTEM SERVICE LEVEL										
	Aug	Sep	Oct							
Severity Level I	0.00	-3.55	-19.75							
Severity Level II	-45.36	-118.50	-85.61							
Tier I Availability*	100.000%	99.994%	99.987%							
On-Time Completion of Service*	TBD	TBD	TBD							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations									
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes	
Legacy Voice		458	58%						
IPT		40	5%						
Data		217	28%						
Call Center		28	4%						
Security		43	5%						
Total		786	100%						
Volumes	Count	Notes	MAC Resolved				Count	%	
Activities Created	2832		Voice Hard MAC				765	45%	
Activities Resolved	2696		Call Center Hard MAC				0	0%	
% Resolved	95%		Hard MAC Subtotal				765	45%	
Requests for Information	Count	Avg. Time	Voice Soft MAC				615	36%	
Requests	224		Call Center Soft MAC				0	0%	
Total	224		PON Change (BILL)				12	1%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA)				105	6%	
Seats Supported		39,624	Non Billable (911A,911D,NSOF,PRMN,NHRD)				26	2%	
Routers Supported		691	Soft MAC Subtotal				758	45%	
Monthly State-wide Hard MAC Allocation		660.40	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)				42	2%	
Monthly State-wide Soft MAC Allocation		3302.00	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)				29	2%	
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)				16	1%
Offered		935		T&M Security (LBS1,LBS2,LBS3,LBSQ)				15	1%
Answered		869	93%	Equipment only (EQON)				24	1%
Terminated (voicemail)		41	4%	LVL1				37	2%
Abandon (hang-up)		25	3%	Misc. MAC Subtotal				163	10%
Avg. Time to Answer		16 sec.		Total				1686	100%

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.